WIC Visit Assessment & Counseling Evaluation Tool

Name of Staff Observed: _____ Observer: _____ Date: _____

Work Space ❑ Permits confidentiality (to the extent possible) ❑ Attractive/organized/safe/clean ❑ Comfortable ❑ Chair and desk placement enhances participant rapport ❑ Warm and friendly ❑ Promotes health/free of formula advertisements	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement **Comments:**
Visit Preparation and Participant Greeting ❑ Reviews chart prior to seeing participant. ❑ Avoids making the participant wait. ❑ Greets participant warmly. ❑ Introduces self. ❑ Makes initial positive comment(s). ❑ Refers to participant/children by name. ❑ Overviews today's tasks and anticipated length of time for appointment.	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement **Comments:**
WIC Program Explanation (initial WIC visit only) ❑ Purpose of the WIC program (nutritional support through supplemental food, education, referrals, & BF promotion) ❑ How the nutrition assessment process allows individualization of services ❑ Food benefits, use of WIC checks and program regulations ❑ That food benefits are supplemental and prescribed for the individual's nutritional needs ❑ Length of the certification period, rights and responsibilities, and process for recertification ❑ WIC is a partnership between the participant and the staff	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement **Comments:**

Conducts a Thorough Nutrition Assessment
❑ Asks participant about progress in meeting previous behavior change goal (if appropriate).
❑ Assessment includes anthropometric data, blood data, nutrition interview
  o Growth & iron
  o Medical
  o Nutrition practices
  o Lifestyle
  o Social environment
  o Breastfeeding
❑ Uses open-ended questions.
❑ Listens attentively.
❑ Asks questions to gather pertinent information.
❑ Acknowledges participant's thoughts and concerns.
❑ Identifies all NRFs made apparent during visit.
❑ Completes entire assessment before providing education/counseling.
	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement
	Comments:

Nutrition Education
Negotiates Agenda for Education
  ❑ Encourages participant to share concerns/ask questions.
  ❑ Asks permission to discuss topics the educator feels are important.
  ❑ Provides appropriate feedback about NRF's identified during assessment.
  ❑ Acknowledges participant's feelings/concerns.
Provides Nutrition Education
  ❑ Adequately explains growth, weight gain pattern and hemoglobin.
  ❑ Tailors education to participant's needs/interests.
  ❑ Personalizes education to help participant understand that health change is possible (or achievable) and of great benefit to them.
  ❑ Limits education to 2-3 main topics.
  ❑ Discusses handouts, as appropriate. Not more than 1-2 per visit.
	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement
	
	Comments:

Referrals
  ❑ Identifies high risk conditions and makes appropriate referrals to High Risk WIC Counselor.
  ❑ Explains purpose of referral using positive language.
  ❑ Provides community referrals as needed.
	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement
	
	Comments:

Behavior Change
  ❑ Assesses participant's interest in making behavior changes.
  ❑ By visit's end, has helped the participant talk about the change she wants to make.
	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement
	
	Comments:

Goal Setting
  ❑ Asks questions in one or more of the following key areas to help the participant be successful in integrating the goal(s) into her life: social support, remembering, conversations, first steps, barriers.
  ❑ Documents goals in the participant care plan.
	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement
	Comments:

Interviewer Behaviors Throughout Session
  ❑ Makes regular eye contact.
  ❑ Facial expression – friendly
  ❑ Posture – relaxed, open, facing participant
  ❑ Listens to participant
  ❑ Encourages participant to provide feedback and ask questions.
  ❑ Acknowledges and adjusts for difficult situations.
  ❑ Is sensitive to cultural factors.
  ❑ Uses techniques to keep interview on task (e.g., redirecting).
  ❑ Apologizes for any interruptions that occur during the visit.
	☐ Outstanding ☐ Meets Expectations ☐ Needs Improvement
	
	Comments: